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Introduction to the UK Multi-Agency Interoperability Programme

"Unifying communications to increase public safety"

Michael Hallowes

Detective Chief Superintendent
NPIA Head of Strategic Operations
Director, UK Multi-Agency Interoperability Programme

Topics

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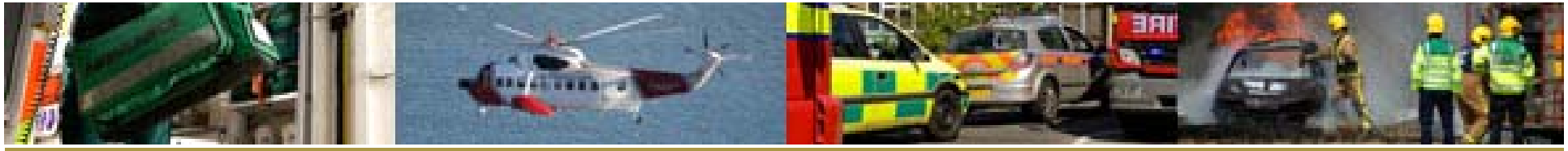
Communications Interoperability

- Why we need to improve
- When it's needed
- Requirements
- Common Operating Picture
- UK Interoperability Continuum
- Partnership opportunities.



NPIA: Making a unique contribution to public safety

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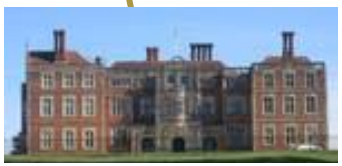
Specialist Training: Search, Firearms & Investigation

Interoperable Fixed & Mobile Communications

Identity Assurance Information & Intelligence Systems & Biometric Databases

Recruitment Selection & Promotion Exams & Assessment Leadership Training

improving today, to help us police tomorrow



National Police College & International Academy Bramshill

Enterprise Architecture Police National Network

Neighbourhood Policing Programme

Automatic Number Plate Recognition & National ANPR Data Centre

Specialist Operational Support

MAIP Team

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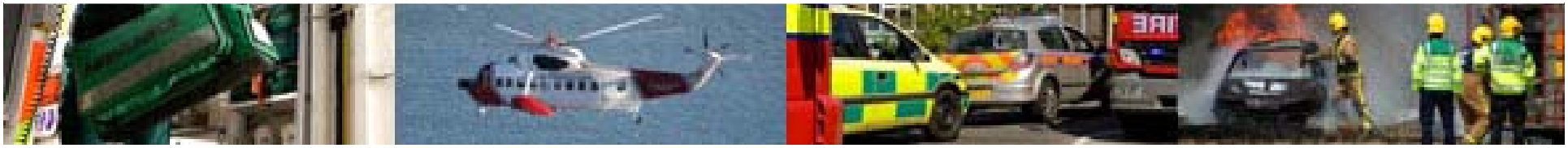

www.npia.police.uk

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Interoperability is...

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"The capability of organisations or discrete parts of the same organisation to exchange operational information and use it to inform decision making."

Vision

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Increased public and personnel safety through improved multi-agency communication and co-ordination. *by 2011*

Predicated on assessing accurately threat, risk and harm, and working together in a safe and effective response.

Why ?

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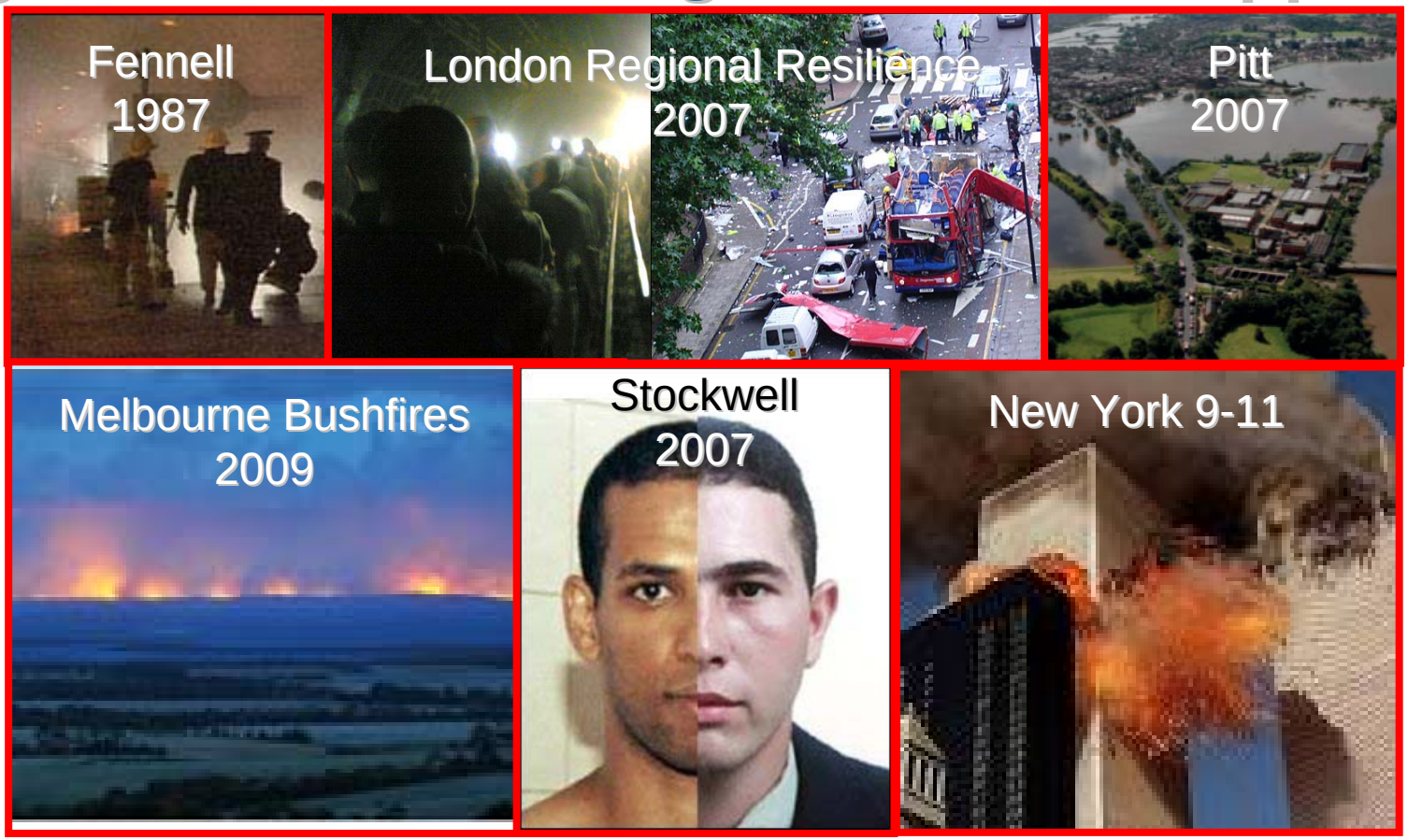
Organisational learning - all hazards approach



Organisational learning

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Without planned interoperability…

- Improvised business processes
- Slower deployment of capabilities
- Lack of clarity for operational staff
- Disconnect between command levels
- Decisions made in isolation
- Inaccurate briefings to personnel
- Incomplete messages to public.

Strategic impact on public / responder confidence

Organisational learning

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Common understanding of the situation and each other's capabilities to respond

Courtesy of Guardian Newspapers

2007 UK Floods

When ?

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It adds value by:

- Increasing safety
- Alerting people to immediate hazards
- Supporting decision-making either at an individual level or as a collective group
- Contributing to a common under-standing and awareness of the situation, and
- Improving at incident co-ordination.

Requirements ?

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- Common standards
- Common radio platform / network
- Compatible data exchange technologies
- Common language and symbols
- Direct Electronic Incident Transfer
- Common Operating Picture
- Scalable: local to regional to national
- Scalable: emergency to disaster
- *Affordable !*

= communications interoperability utopia.

Context

Economic constraints

- **Necessary**
- **Sufficient**
- ***Affordable***

"Transformational Government"
Re-use and optimise existing investments in technologies

Cultural

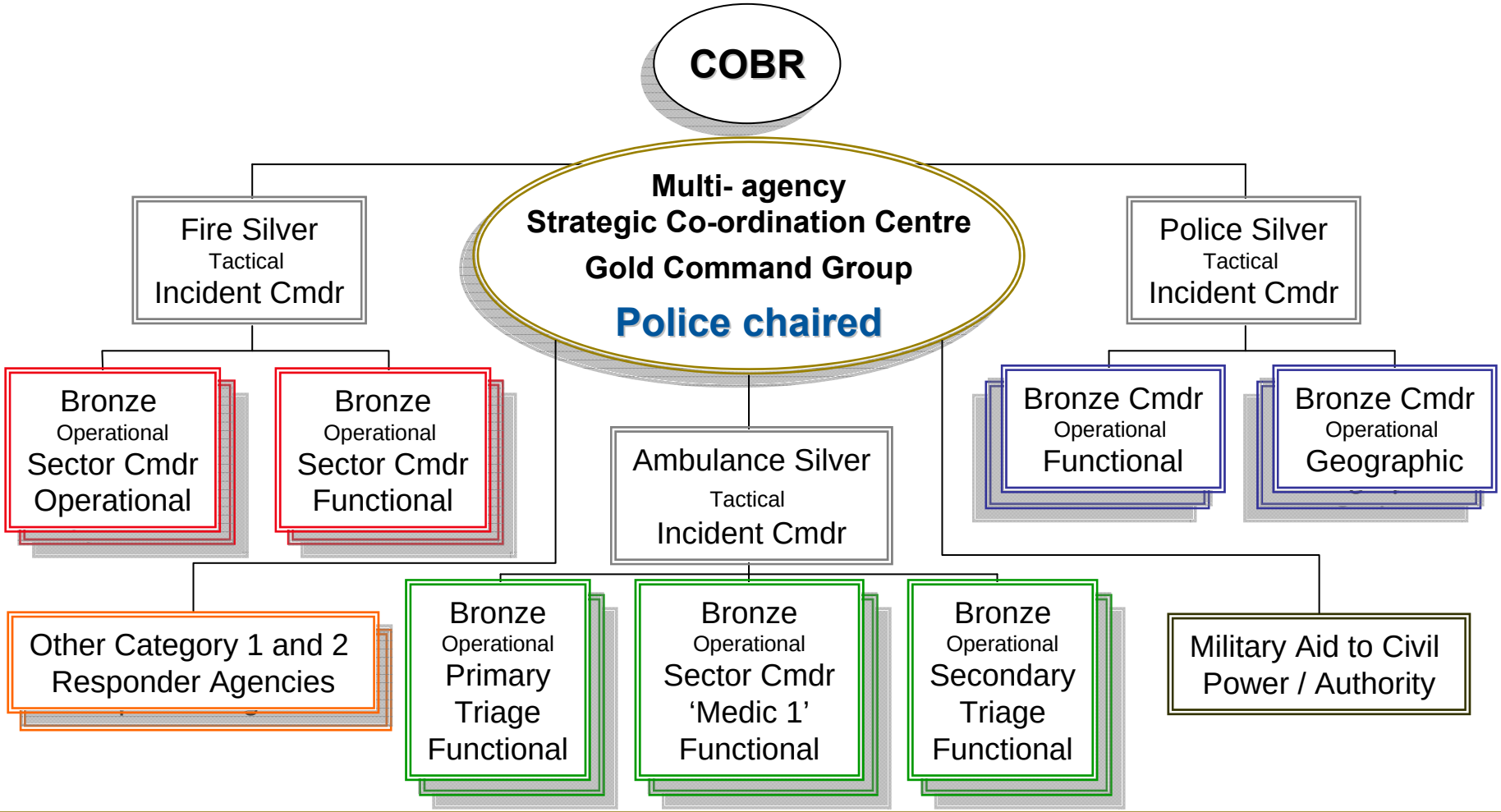
- **National solution but not national services.**

49 Fire Brigades
15 Ambulance Services
55 Police Services

Scope

- Category 1 and 2 Responder Agencies
- Armed Forces (MACA / MACP)
- Commanders and Managers
- People, Processes and Systems that optimise use of enabling Technologies.

UK command structure



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Harnessing technology

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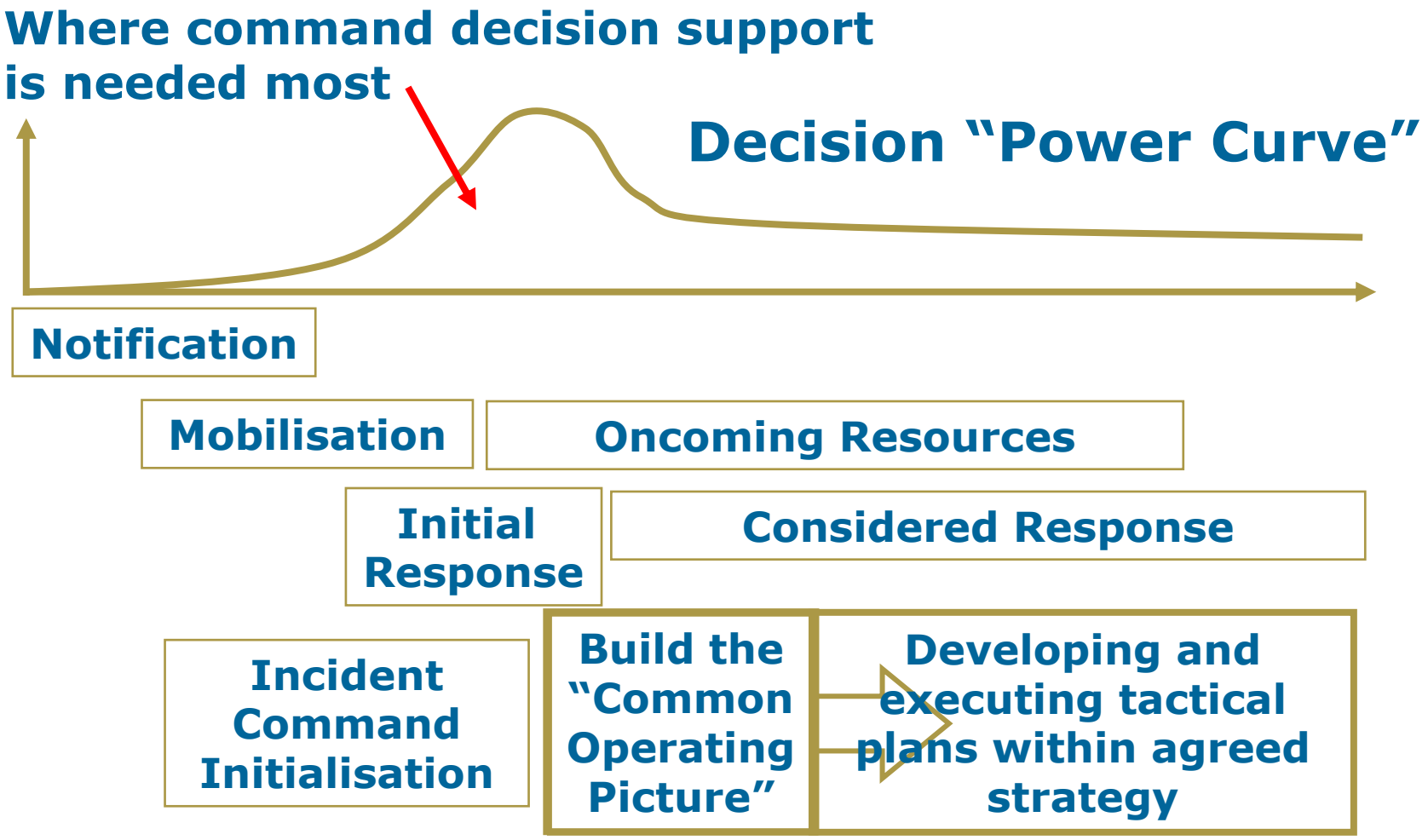
"...Better technology can expand our capabilities and free our agents to spend their time where it is most valuable..."

Secretary Janet Napolitano,
US Department of Homeland Security

Typical incident lifecycle



Common Operating Picture

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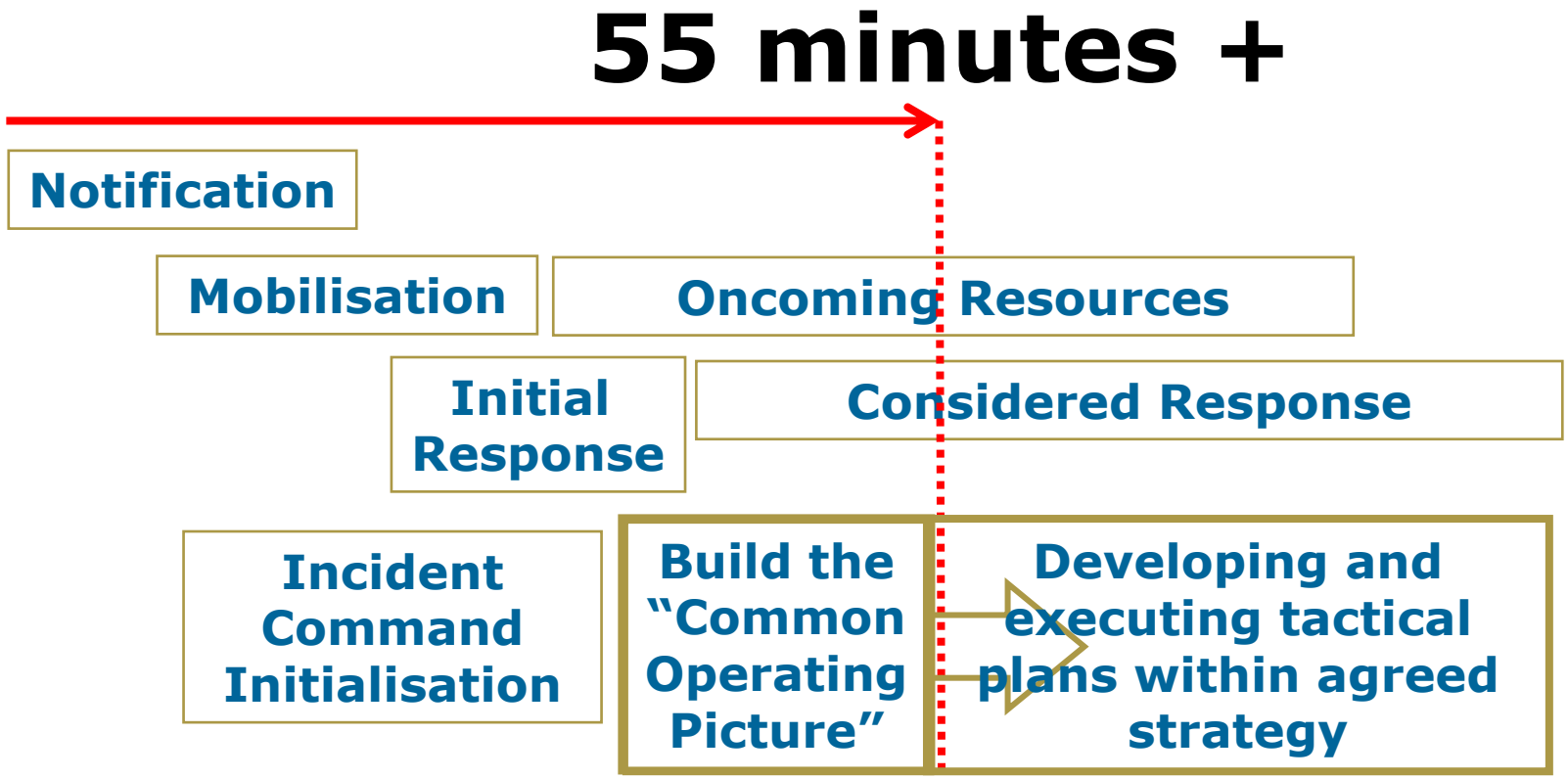
Filtered, operationally relevant information

"Display of relevant operational information collected from and shared by more than one agency or organisation that contributes to a common understanding of a situation and its associated hazards and risks along with the position of resources and other overlays of information that support individual and collective decision-making."

Typical incident lifecycle:
Current capabilities



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Information vacuum

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Typical incident lifecycle:
Desired capability

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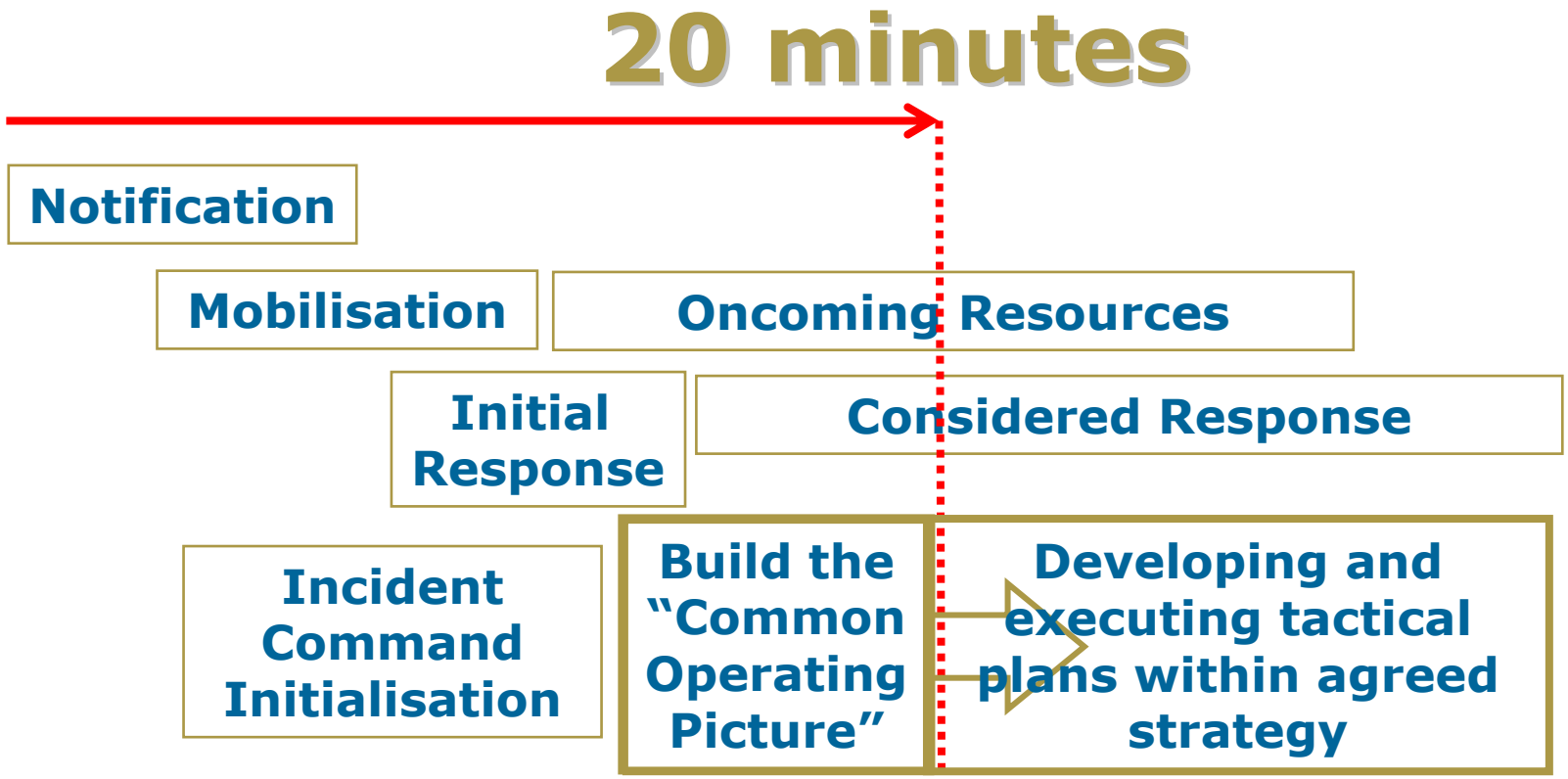
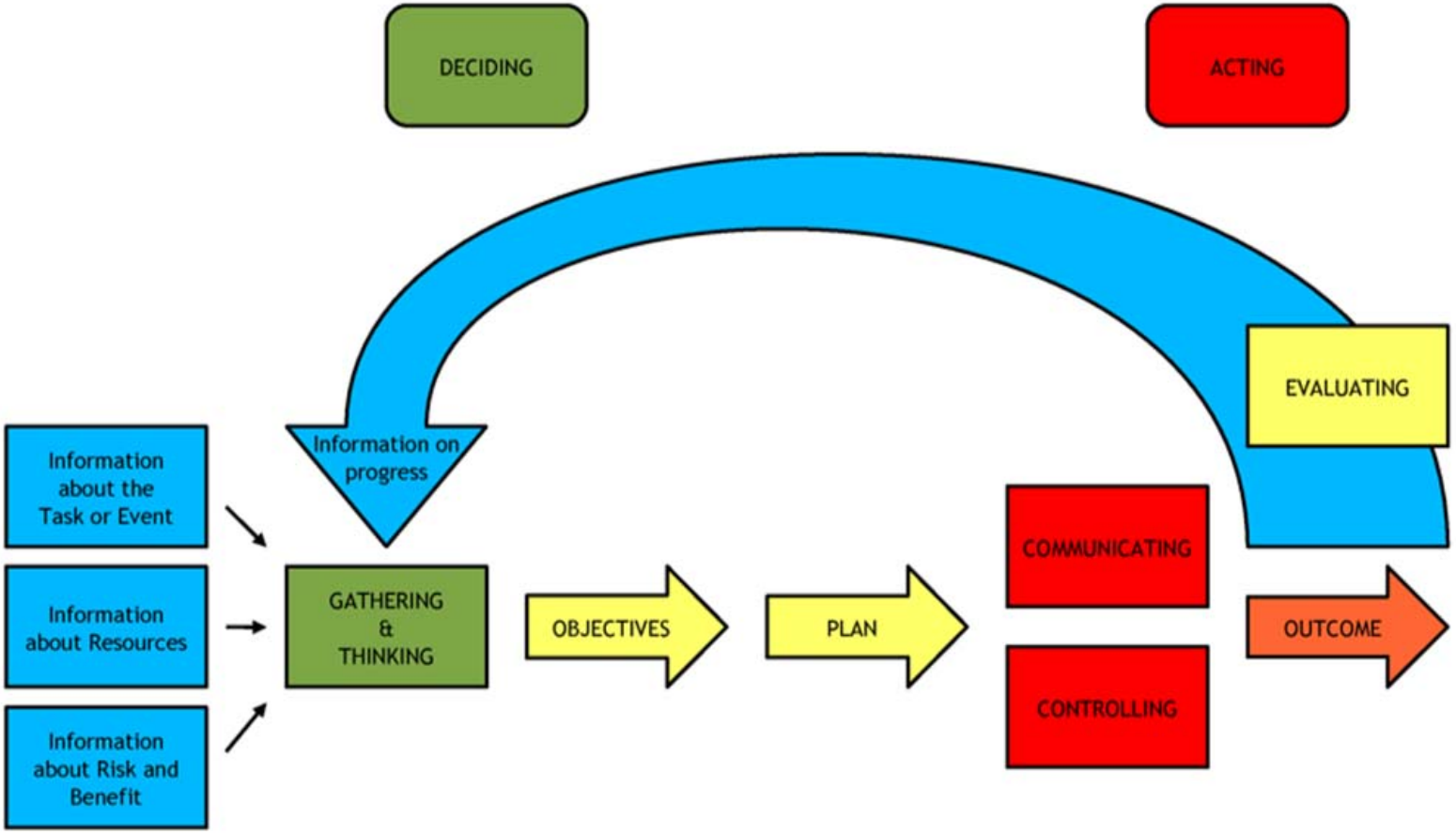


Decision-making model



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Decision support tool

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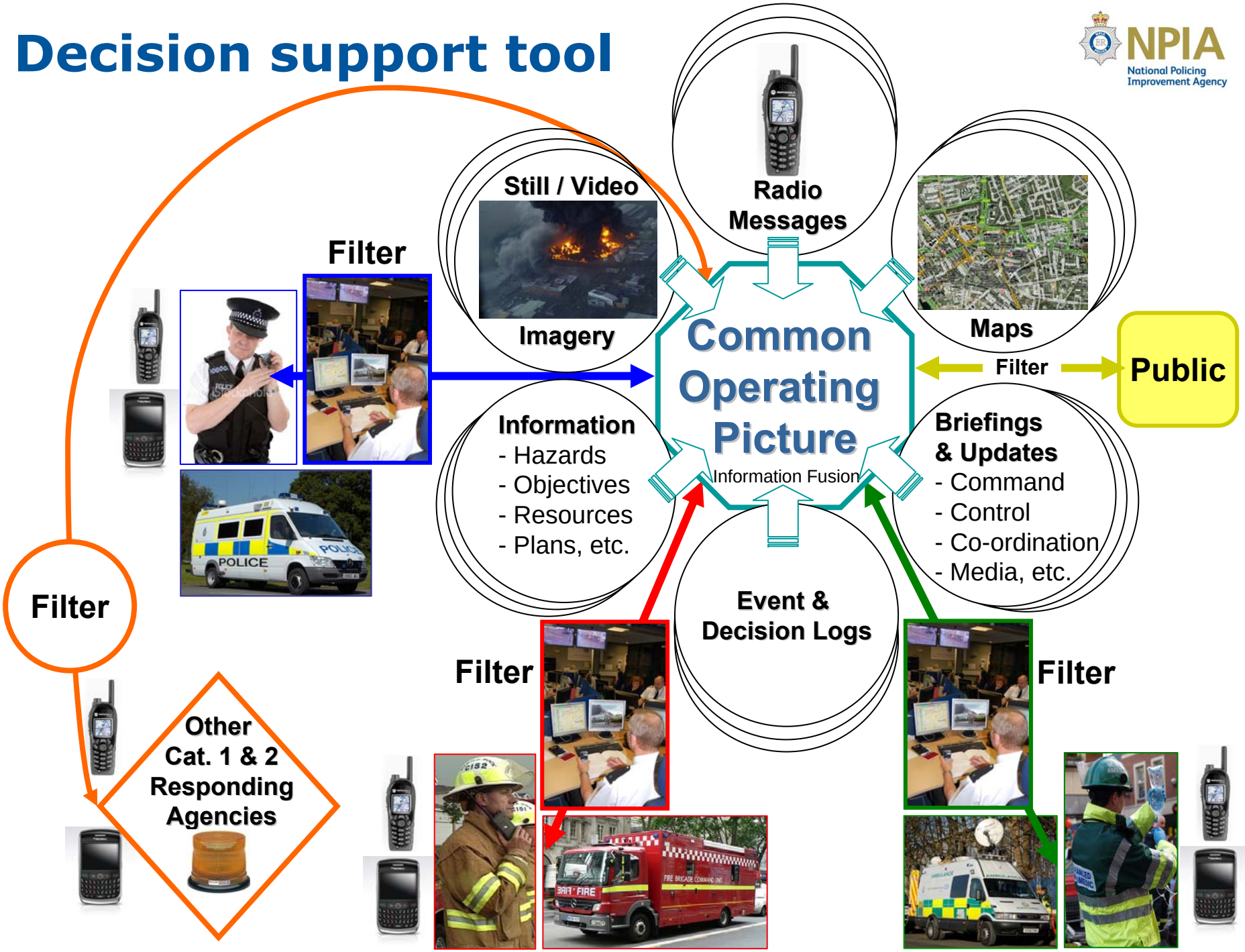

Voice & Data interoperability: Common Operating Picture

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Airwave interoperability
between Agency commanders

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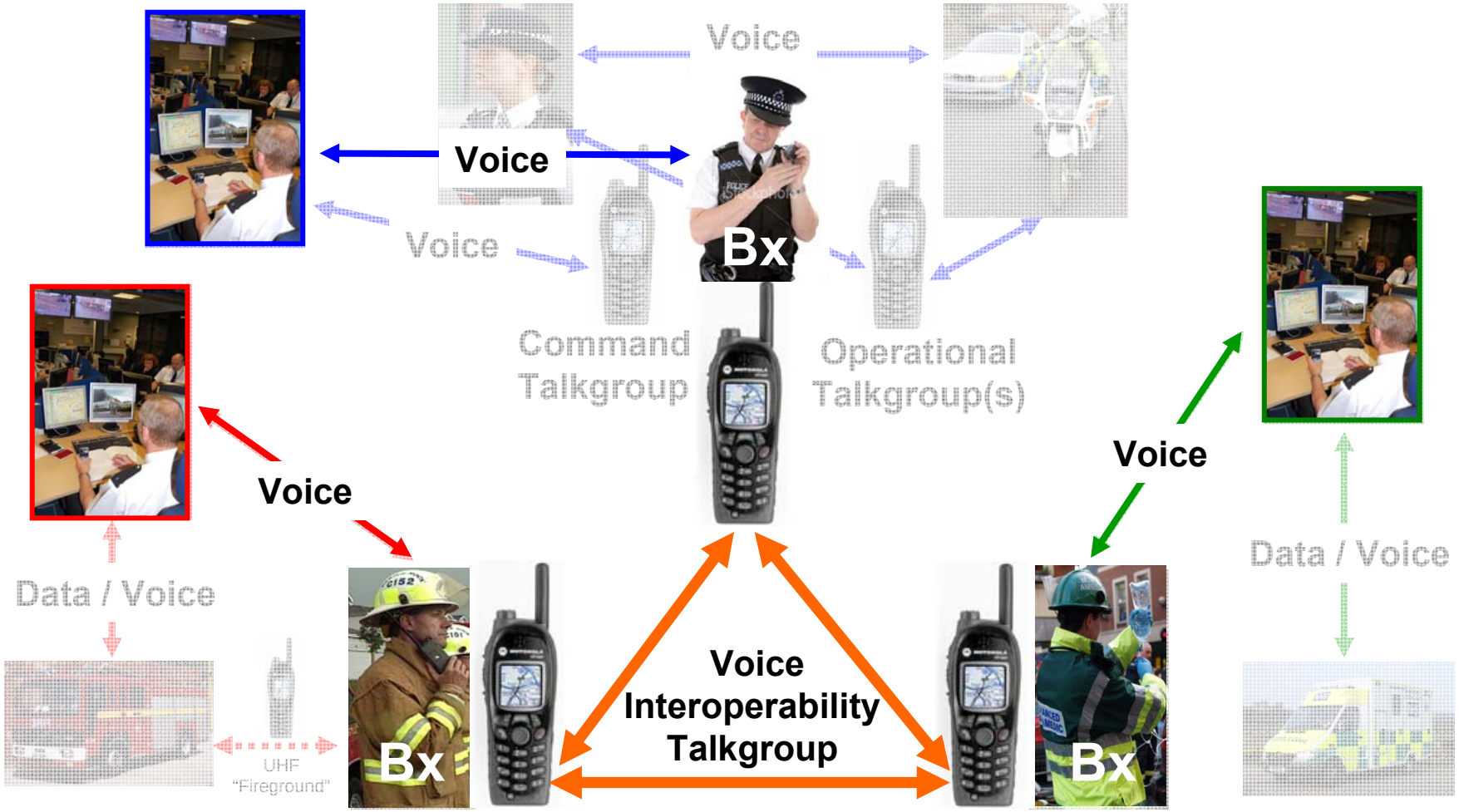

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Airwave in London Underground

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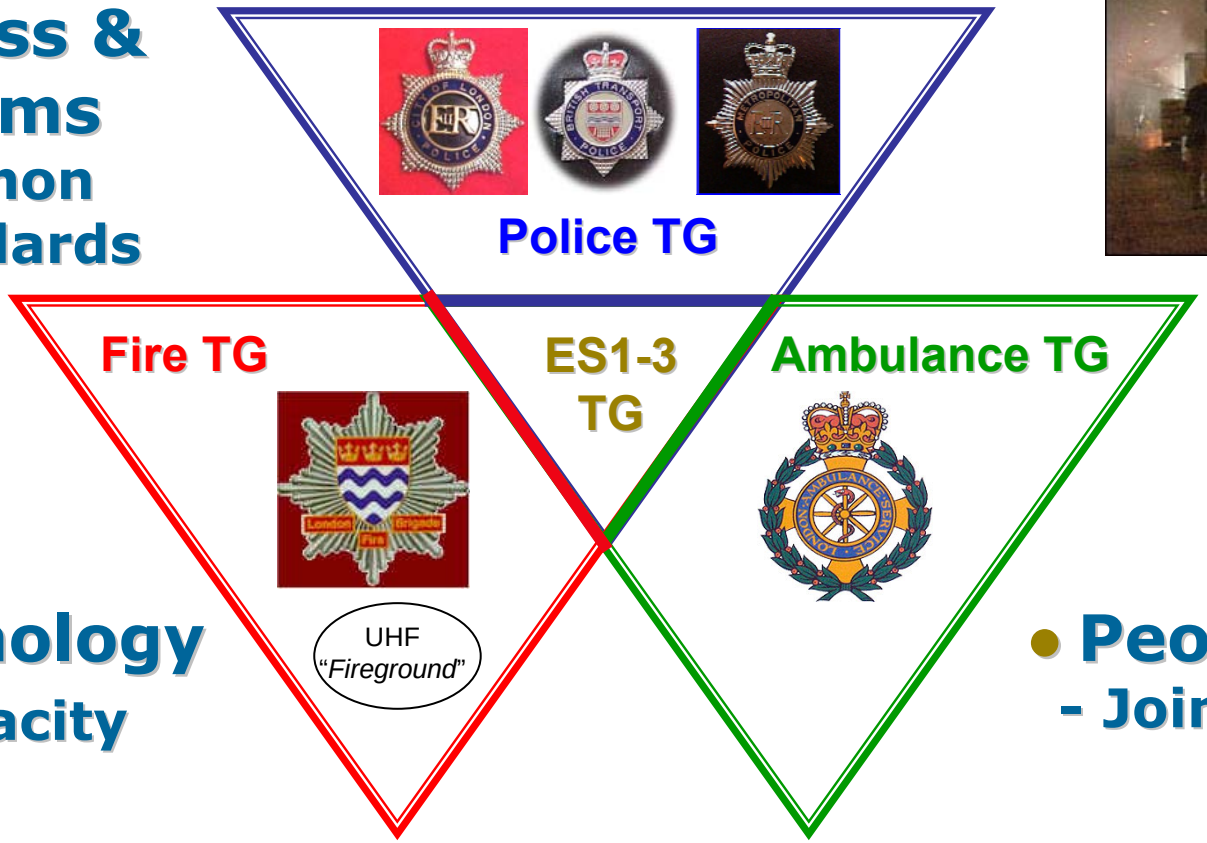
Radio Interoperability

- **Process & Systems**
  - Common standards



- **Technology**
  - Capacity

- **People**
  - Joint training

Programme deliverables

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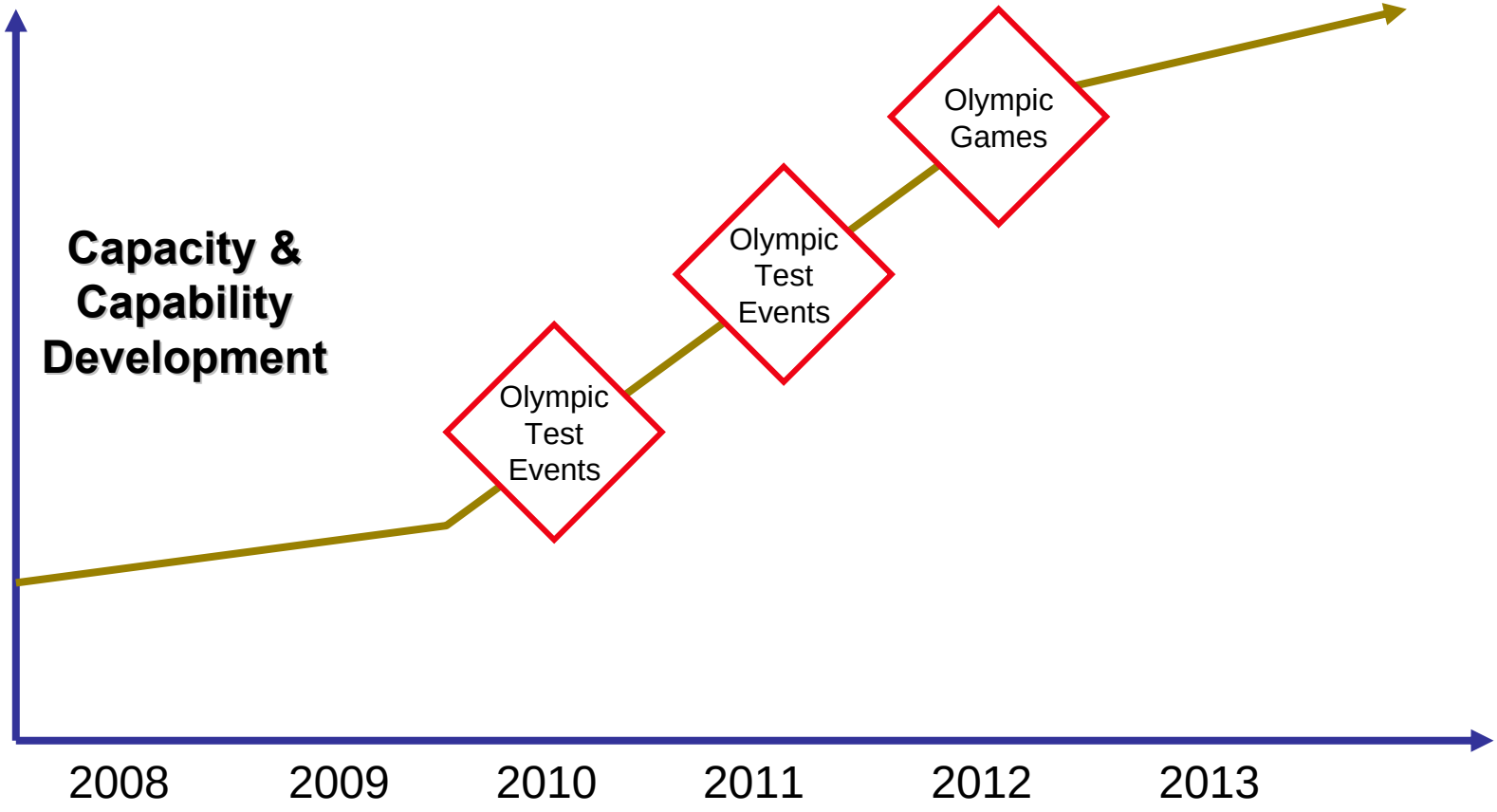
- √ Tri-Service User Requirement and MoU
- √ Guidance on Multi-Agency Interoperability
- √ SOP Guide on Multi-Agency Airwave Interoperability
- 2010 D.E.I.T. requirements and solutions
- 2010 Identify Common Operating Picture requirements and capabilities
- 2010 SOP Guide on Multi-Agency Data Interoperability
- 2010 Joint training, exercising and implementation.

Interoperability check-points



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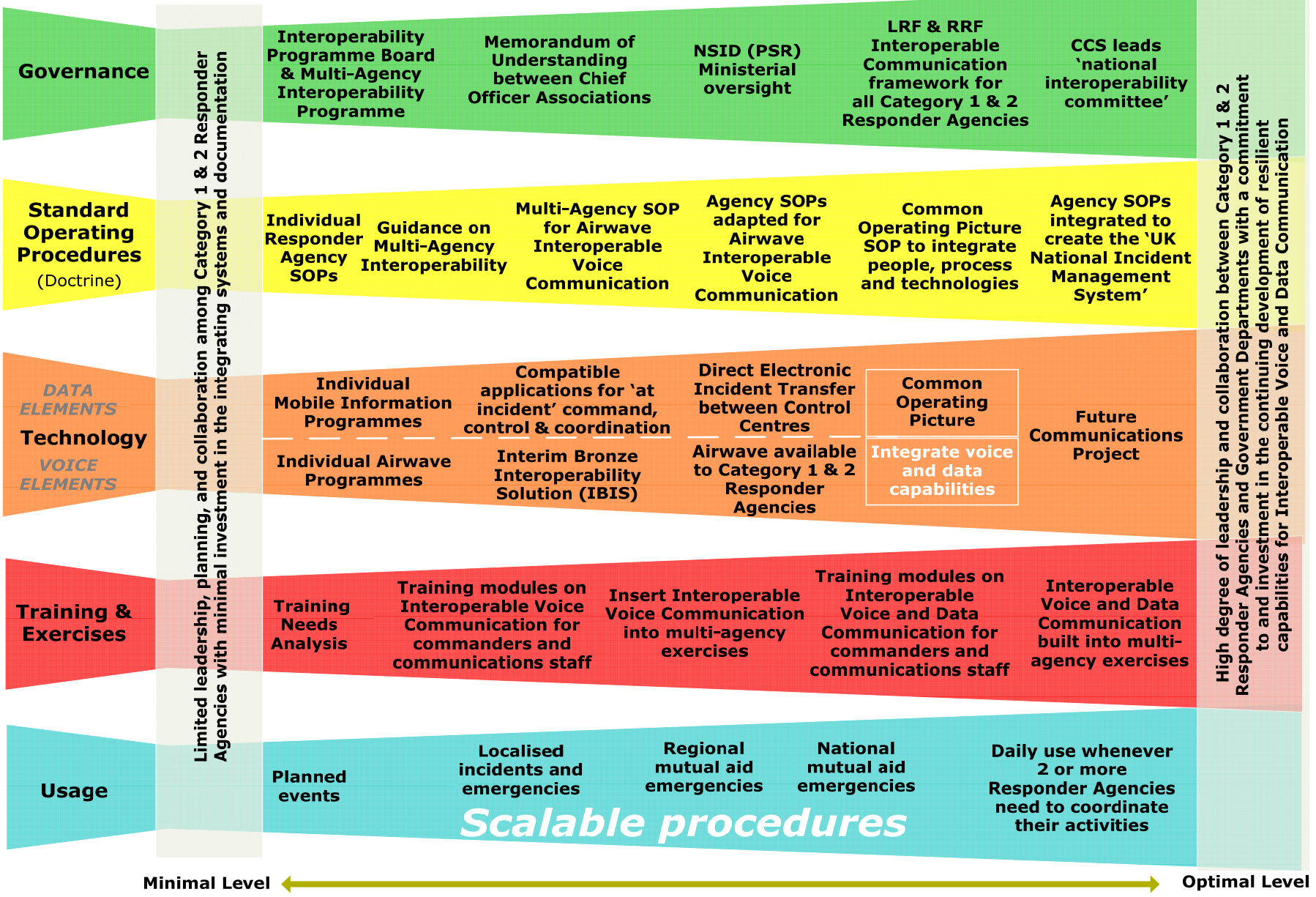
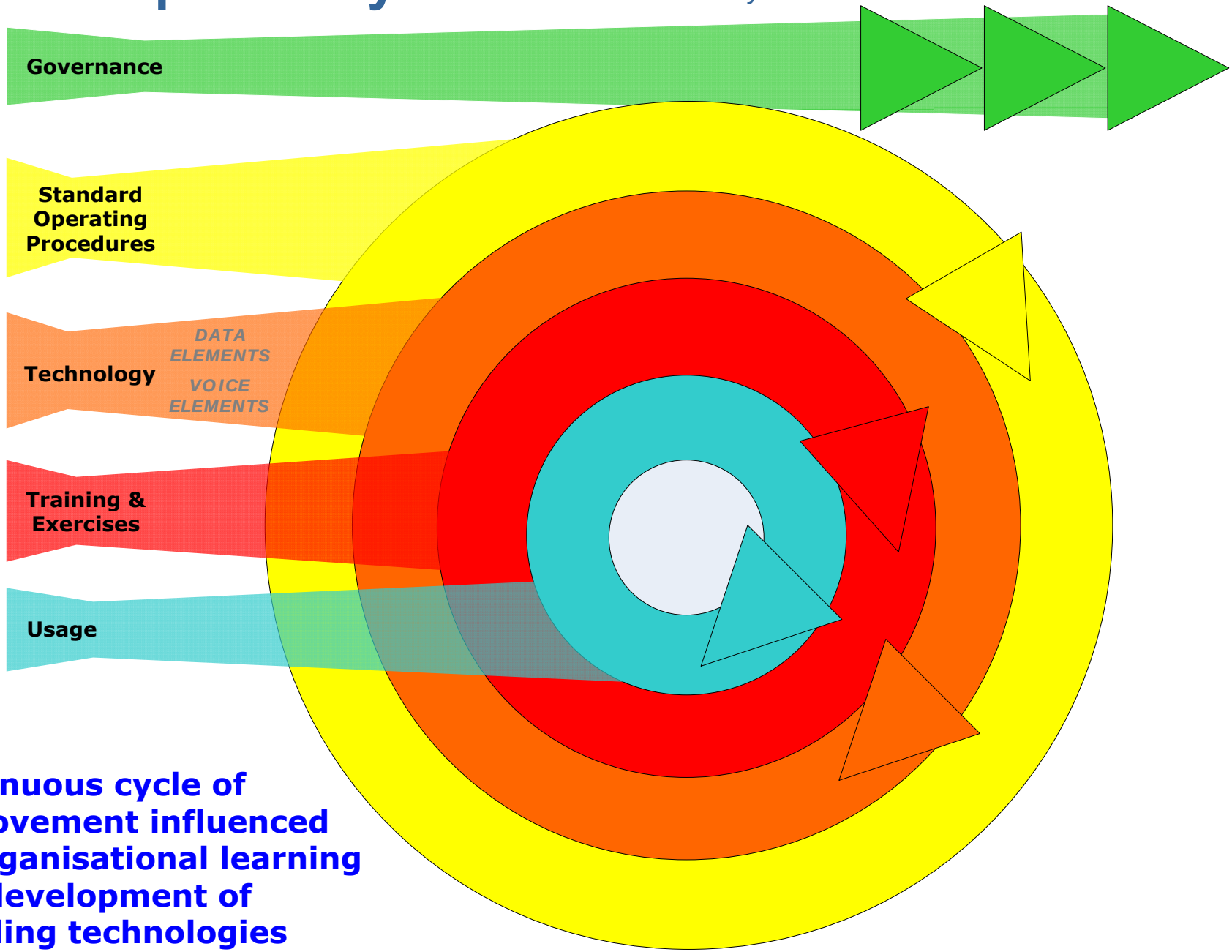
UK Interoperability Continuum



UK Interoperability Continuum beyond 2012



Continuous cycle of improvement influenced by organisational learning and development of enabling technologies

What does success look like ?

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- National implementation by 2011
- Interoperability is business as usual
- Common Operating Picture in use daily
- Common command culture
- Harmonised people, processes and systems, and technology
- Increased public and personnel safety.

Working in partnership

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Collaborating to accelerate the pace of change

Who's got the lid with the picture to the jigsaw puzzle box ?

PSCEurope
Public Safety Communication Europe

Questions

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